

I was told my package had not arrived. Here is proof it was delivered. I would like my refund
Dawn Arthur

Account # 192131454

Here is the mailing label and tracking details. According to USPS it was delivered Aug 12 at 12:05 pm

Dawn Arthur

Label Details

Label Number:

9405503699300487343859

Terms

Acceptance Cutoff: 08/11/2020 5:00 PM

Acceptance Time: 08/11/2020 7:12 PM

Expected Date: 08/12/2020 11:59 PM

Delivery Status:

Delivered, Left with Individual

2020-08-12 12:05:00.0

Label Actions

[USPS Tracking@Ship Again](#)

Need help

[File an insurance claimRequest A Service Refund](#)

Return Address:

DAWN ARTHUR

378 CALLE BORREGO

SAN CLEMENTE, CA 92672-4837

dawnarthur47@gmail.com

Delivery Address:

BARK BEGONE

32422 ALIPAZ ST

SAN JUAN CAPO, CA 92675-4187

Package:

Ship Date: 08/11/20

Value: \$0.00

From: 92672

Service:

Priority Mail® 1-Day

Small Flat Rate Box

USPS Tracking®

Transaction Number:

[view Transaction](#)

502406043

Transaction Type: Label

Payment Method: PayPal

Payment Status: Account Charged

Postage Cost

\$8.30

USPS Tracking®

Free

Label Total: \$8.30

Order Total: \$8.30

August 12, 2020, 12:05 pm

Delivered, Left with Individual

SAN JUAN CAPISTRANO, CA 92675

Your item was delivered to an individual at the address at 12:05 pm on August 12, 2020 in SAN JUAN CAPISTRANO, CA 92675.

August 12, 2020, 7:10 am

Out for Delivery

SAN JUAN CAPISTRANO, CA 92675

August 12, 2020, 6:30 am

Arrived at Post Office
MISSION VIEJO, CA 92690

August 12, 2020, 6:02 am
Arrived at USPS Facility
MISSION VIEJO, CA 92690

August 12, 2020, 5:13 am
Departed USPS Regional Facility
ANAHEIM CA DISTRIBUTION CENTER

August 11, 2020, 8:27 pm
Arrived at USPS Regional Facility
ANAHEIM CA DISTRIBUTION CENTER

August 11, 2020, 7:12 pm
Accepted at USPS Origin Facility
SAN CLEMENTE, CA 92672

August 10, 2020
Pre-Shipment Info Sent to USPS, USPS Awaiting Item

On Aug 17, 2020, at 1:51 PM, Misty (Bark Begone) <support@barkbegone.net> wrote:

##- Please type your reply above this line -##

Your request has been updated. To add additional comments, reply to this email.



Misty (Bark Begone)

Aug 17, 2020, 1:51 PM PDT

Hello Dawn,

Thank you for reaching out to customer support so we can assist with your return/refund inquiry. At this time, we have not received the item(s) back in stock. Once the item(s) have been confirmed returned/received we will initiate the refund process. Please let us know if you have any further questions.

-Bark Begone-

support@barkbegone.net



Dawn Arthur

Aug 17, 2020, 10:43 AM PDT

I returned my item 10 days ago but do not have any communication about my refund. Since I am in San Clemente and you are in San Juan it should of been there in a day.

Thank you,

Dawn Arthur

Sent from my iPhone

> On Aug 4, 2020, at 13:08, Bark Begone

<delivery@shopify.com> wrote:

>

> Hi Dawn,

>

> Thank you for your purchase! Click the link below to access your content::

>

>

> Bark Begone Digital Training Guide

> Bark Begone Official Training Guide.pdf

> Download Link: <https://store.barkbegone.com/a/downloads/-/60ca6fe9894605ba/625d372094ece13f>

>

>

> Enjoy,

>

> Bark Begone

This email is a service from Bark Begone. Delivered by [Zendesk](#) | [Privacy Policy](#)

Misty (Bark Begone)

Aug 19, 2020, 1:23 PM PDT

Hello Dawn,

Although tracking indicates your returned items (s) have been received, the package is received with several other packages at which point we need time to go through all the packages, and inspect/scan in item (s) before we can generate a return. You will be contacted once refund process is complete. Thank You.

-Bark Begone-

support@barkbegone.net



Dawn Arthur

Aug 19, 2020, 11:49 AM PDT

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[See More](#)

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Expected Date: 08/12/2020 11:59 PM

Delivery Status:



Dawn Arthur

Aug 18, 2020, 3:47 PM PDT

Hello is anyone going to answer me back about this?

Thank You

Misty (Bark Begone)

Aug 24, 2020, 5:00 PM PDT

Hello Dawn,

We do recognize the timeframe is lengthy to complete the refund process as our return process is manual. Due to the return process being manual it does take some time for our inventory to be confirmed received and validated as a proper return. We do appreciate your patience as our intent is not to cause any customer inconvenience but to follow protocols put in place for returns to protect the consumer and ourselves.

–Bark Begone–

support@barkbegone.net